

Overview

Your business requires complete confidence that your Cherwell investment is being maximised, whilst being operated and maintained by knowledgeable and experienced professionals. To meet these requirements, organisations are increasingly outsourcing part or all of their Cherwell administration and ongoing requirements. With AFJ Solutions Managed Services, you get the robust, flexible and cost-effective support model you need to maximise your Cherwell ROI, without the effort.



The AFJ Solutions Managed Service practice is designed to meet the specific needs of Cherwell customers. Our team of experts provide turnkey administration, operation, support and governance of your Cherwell system.

Key Features

- Service Catalogue and Self-Service Portal Management
- Associated Tasks and workflow for new items
- Cherwell User Account, Security and Team Management
- Modification of notifications/escalations
- Creation and modification of service levels
- Modification of key tables for validations and lookups
- Enrichment of workflows as requested (e.g Normal Change process, etc)
- Development of new reports and dashboards
- General System Administration activities
- Cherwell mApps – impact analysis and deployment
- Assist with new initiatives – extension of CSM implementation to new groups or business units, deployment of new modules etc.
- Knowledge Transfer and Product Training
- Assistance with application upgrade activities
- Day to day awareness and monitoring of system performance and usage.
- Performance Health Checks
- Quarterly reporting on system performance and usage



Key Benefits

- Support and maintenance with corresponding Service Level Agreements
- Total care that covers every aspect of admin, support and enhancement
- Flexible commercial approach
- Continuous service improvement is baked into our model and culture
- Monthly service reviews with your dedicated Service Manager
- Includes upgrade management

Offering a full suite of managed services to complement your Service Management capability, our Cherwell Administration Managed Service can be right sized to fit any type of business. The added benefit is that you can tailor these services to suit your specific Cherwell deployment and support budget.